



Nicky <nicky.d33.101@gmail.com>

Fwd: Your recent chat transcript

1 message

Nicky <nicky.dee.mail@gmail.com>

Wed, Jun 12, 2024 at 11:30 AM

To: nicky.d33.101@gmail.com

----- Forwarded message -----

From: **Netflix** <info@account.netflix.com>

Date: Tue, 11 Jun 2024, 19:33

Subject: Your recent chat transcript

To: <nicky.dee.mail@gmail.com>



Hello,

Thank you for contacting Netflix customer support.

Here is the transcript from your recent chat.

You

support email address

You

Hi Rechel

Rechel **Netflix**

Hi there I'm Rechel! You got through Netflix Chat Support. Thanks for taking the time to check in with us. To start with, may I have your name and email please?

You

Nicole Dreyer email: ***** But I no longer have access to that email. Hacked and lost everything

You

Are you able to update to another email so that I can regain access, please?

Rechel **Netflix**

I believe this is one of those frustrating situations where I am unable to proceed further as the system has failed to verify your account. Hence, at this moment, nobody from Netflix will be able to make changes due to system limitation. We highly recommend you use the following links to Recover your account and Reset your Password. Forgot email or phone number for Netflix- [Click Here](#) How to update Netflix account information- [Click Here](#) My email address is being used on another Netflix account- [Click Here](#) How to keep your account secure- [Click Here](#)

You

Okay - but I can't pay for my account either so you are going to lose funds.

You

Why has your system failed to verify my account, please

You

As said I have been hacked and had my accounts taken over. A case of fraud is being investigated and further information is important, please

Rechel **Netflix**

We understand that you are requesting to make some changes to the account and I would be happy to help you with that. However, to protect the privacy and security of our members we cannot proceed unless the account verification is complete. It is totally understandable that you might want to explore this process by contacting us back to speak with another representative and as much as they would want to help you out, they would also be unable to accommodate your request. We highly recommend

you use the following links to Recover your account and Reset your Password. Forgot email or phone number for Netflix- [Click Here](#) How to update Netflix account information- [Click Here](#) My email address is being used on another Netflix account- [Click Here](#) How to keep your account secure- [Click Here](#)

Rechel **Netflix**

You're welcome.and inquiries, you may visit Netflix Help Center [Click Here](#) It's like our own version of Google, you just need to type in the keywords of your issues and we'll deliver the solution right away so you do not have to hesitate in contacting us again. Have a great day and stay safe always. Goodbye for now.



Questions? Call 1-844-505-2993
121 Albright Way, Los Gatos, CA 95032, U.S.A.

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This message was mailed to [nicky.dee.mail@gmail.com] by Netflix as part of your Netflix membership.

SRC: 200768_64a4143e-6bbd-4151-aac4-5021f7e90511